



Colorado Interactive

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ICCES Billing Reports & Payment Management

**User Guide**

*Version 1.0*

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# 1 Overview

## 1.1 WELCOME

This guide will show you how to manage your account using the ICCES Billing Report & Payment Management System. You can utilize this interface to pay invoices, export data for reconciliation, modify billing information and access billing reports.

## 1.2 HOW TO ACCESS BILLING INTERFACE

To access your invoices, you must login using your [ICCES account login credentials](#). After entering your username and password, you will be directed to the Billing Reports and Payment Management home page.

<https://www.colorado.gov/icces/billing>

- Please note that only Billing Contacts and Administrators have access to the Billing interface.

You can access the E-filing system at <https://www.jbits.courts.state.co.us/icces>

You will use your ICCES Username and Password to access the E-Filing system.

### **How to Contact Support Regarding E-Filing**

Email Support: [iccesupport@judicial.state.co.us](mailto:iccesupport@judicial.state.co.us)

Phone Support: (855) CO ICCES, (855) 264-2237

### 1.3 BILLING INFORMATION

During the first week of each month you will receive an email notifying you that your month end invoice is ready to view and may be accessed through your ICCES account. Your invoice will reflect all activity from the previous month.

To pay your invoice online via Credit Card or E-check, please visit the following URL:

<https://www.colorado.gov/icces/billing>

- To access your invoices, you must login using your ICCES account login credentials. After entering your username and password, you will be directed to the Billing Reports and Payment Management home page.
- Please note that only Billing Contacts and Administrators have access to the Billing interface.

If you are mailing payments, please send remittance to our Lock Box Address:

Attn: Colorado Interactive  
PO Box 974581  
Dallas, TX 75397-4581

For accounts setup to capture payment via AutoPay, Colorado Interactive will charge the Credit Card or Auto Debit checking account on file on the 10<sup>th</sup> of each month for the previous month's activity.

**Net Terms: Invoice payments are due on the 20<sup>th</sup> of each month. Any invoice unpaid after the 20<sup>th</sup> is considered Past due.**

**Account Past Due: Colorado Interactive will notify Colorado Courts of all organization accounts past due on the 21<sup>st</sup> of each month. An organization's past-due status will deactivate the ICCES accounts of every attorney and staff associated with the delinquent organization and thereby deny all associated attorneys and staff access to e-file and e-serve through ICCES. Account must be paid in full in order for organization accounts to be re-activated by Colorado Courts. Accounts that are past due for 60 days are in default.**

**Accounts in Default: Colorado Interactive will notify Colorado Courts of all accounts that are in default. Colorado Courts will keep accounts that are in default deactivated in ICCES and will proceed with collection procedures seeking the assistance of the Colorado Courts and Colorado Attorney Regulation for payment. Please see the ICCES User Agreement Section C. for additional details on billing, past due status, and collection remedies.**

Prior to any account being deactivated, 2 reminder emails will be sent requesting payment. These reminders will come on the 15<sup>th</sup>, or closest business day, and again on the 20<sup>th</sup>.

## 1.4 REFUNDS

All refunds requests are reviewed and approved by Colorado Courts. It can take up to 6 weeks to receive a decision on your request.

Colorado Courts will notify Colorado Interactive of any approved refund and Colorado interactive will apply the refund to your account. The balance of an invoice, minus any pending refunds, must be paid in accordance with the terms stated above in order for the account to remain in good standing. Failure to pay charges, minus any pending refunds, will result in a Past Due account and deactivation.

## 1.5 ACH RETURNS AND CREDIT CARD CHARGEBACKS

Colorado Interactive will notify an organization of an ach return or credit card chargeback and that return or chargeback will be applied against the organizations account. This will automatically place the organizations account in a Past Due status. Colorado Interactive will work with the organization to obtain a new payment. Colorado Interactive will notify Colorado Courts of any accounts Past Due.

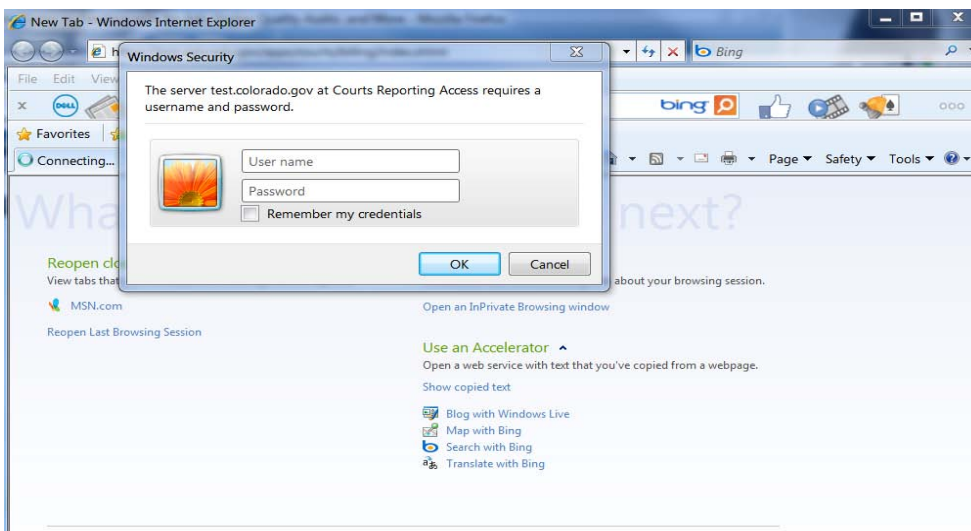
## 2 Logging into the System

In order to access the system, use the following link to log in:

<https://www.colorado.gov/icces/billing>

- Please note that only Billing Contacts and Administrators have access to the Billing interface.

To access your invoices, you must login using your ICCES account login credentials. After entering your username and password, you will be directed to the Billing Reports and Payment Management home page.



*\*Please note that this system is for paying invoices and maintaining your billing account only, you cannot e-file through this system. You can access the e-file system at:*

<https://www.jbits.courts.state.co.us/icces>

## 2.1 PASSWORD RESET

If you need to reset your password, you will need to access the ICCES Home page and select Forgot Password:

<https://www.jbits.courts.state.co.us/icces>

**LOGIN**  
\* Required Field

\*Email:

\*Password:

If you need to request assistance under the Americans with Disabilities Act, please visit the courts website at [www.courts.state.co.us/Administration/HR/ADA/Request.cfm](http://www.courts.state.co.us/Administration/HR/ADA/Request.cfm)

This website is best viewed in [Internet Explorer 8](#), [Internet Explorer 9](#), [Mozilla Firefox](#), and [Google Chrome](#).  
(Do not use Internet Explorer Compatibility mode while using this website. [Click here](#) to learn how to turn off Internet Explorer Compatibility mode.)

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### 3 Billing Reports and Payment Management Home Page

The billing home page will display the options available for running various billing reports to help assist you in reconciling data, allows for the export of that data, the ability to set up AutoPay information and Pay your Invoice online.





## 4 Billing Reports

The Billing Reports interface allows users to customize various parameters in order to generate detailed reports.

Colorado Courts logo, Integrated Colorado Courts E-Filing System ICCES

### Request Billing Reports

All Fees | Filing & Service Fees | Statutory Filing Fees | Case History Access Fees

\* Fill in all required fields

\* Organization: CI Courts Organization ?

\* Organization User: All ?

Court Location: All ?

Case Number: [ ] [ ] [ ] ?

Billing Reference: [ ] ?

Filing ID: [ ] ?

\* From Date: [ ] ?

\* To Date: [ ] ?

Filing Party First Name: [ ] ?

Filing Party Business or Last Name: [ ] ?

Authorizing Party First Name: [ ] ?

Authorizing Party Last Name: [ ] ?

Submit Reset

You can run reports for each type of fee or you can select all fees to get a combined report.

## 5 Billing Data Export

The Billing Data Export option is utilized to create and export a CSV file of your billing data.



This report captures the details of all fees.

## 6 Pay Invoice Now

Pay Invoice Now provides you with the ability to review and select invoices for payment. Pay Now does allow for partial payments.

You have the option to pay invoices from this screen or you can select the hyperlink to pull up the Invoice Summary for each Invoice.

Integrated Colorado Courts E-Filing System ICCES

### Pay Invoice

\* Fill in all required fields

**Customer Information**

Customer Name: Test Organization Customer Number: 1268

**Customer Invoices** [Pay Now](#)

Total Unpaid Amount: **\$2,000.00**

Billing Cycle	Status	Paid in Full	Total Amount	Paid Amount	Due Amount	Due Date
<a href="#">08/2012 - Invoice</a>	Open	No	\$2,252.80	\$0.00	\$2,252.80	09/20/2012

From the Invoice Summary Screen, you have the option to print your invoice or view detail, which will bring up the individual Case Histories for that invoice summary. You may also pay your invoice from this screen by selecting Pay Now.

Integrated Colorado Courts E-Filing System ICCES

### Invoice Summary

**Organization:** CI Courts Organization

**Invoice Date:** 08/2012

**Electronic Filing Subtotal:** \$1,812.80 [view detail](#)

**Case History Purchase Subtotal:** \$440.00 [view detail](#)

**Invoice Total:** \$2,252.80

[Back to Invoices](#) [Pay Now](#) [Printable Invoice](#)

Case Histories provide you with the electronic filing detail for each transaction completed through the ICCES e-filing system.

You can navigate back to the Invoice Summary page, Invoices, or you can select the Pay Now option to pay your invoice.

**Organization:** CI Courts Organization **Invoice Total:** \$30.00

**Court Location:** Adams (Brighton)

<b>Case Number:</b> 2012B0246966	<b>Case Caption:</b> Adams Caption - 246966
<b>Billing Reference:</b> CI REF TEST	
<b>Purchaser:</b> Billy Duncan	<b>Date / Time:</b> 09/06/2012 12:04:38 PM
	<b>Fee:</b> \$10.00

<b>Case Number:</b> 2012DF288545	<b>Case Caption:</b> Adams Caption - 288545
<b>Billing Reference:</b> CI REF TEST	
<b>Purchaser:</b> Billy Duncan	<b>Date / Time:</b> 09/06/2012 12:04:51 PM
	<b>Fee:</b> \$10.00

**Court Location:** Grand (Hot Sulpher Springs)

<b>Case Number:</b> 2012ZZ282035	<b>Case Caption:</b> Grand Caption - 282035
<b>Billing Reference:</b> CI REF TEST	
<b>Purchaser:</b> Marty Hartley	<b>Date / Time:</b> 09/06/2012 12:04:46 PM
	<b>Fee:</b> \$10.00

[Back to Invoice Summary](#) [Invoices](#) [Pay Now](#) 1

Selecting Pay Now from anywhere within the Billing System will bring up the Payment Information page.

Complete the required fields for either the Credit Card or ACH Option and submit your payment by selecting the appropriate “make payment” option.

*\*Information entered on this page is not saved or stored in your account and is for one time only payments. If you would like to set up your account for automatic payments, please visit the Billing Reports and Payment Management home page and select Set up AutoPay. See section 7.*

Once your payment has been successfully completed, you will receive a confirmation page. This is also your payment receipt.



# 7 Set Up AutoPay

Payment information entered on this page will be saved to your account and used to automatically pay your invoices on the 10<sup>th</sup> of each month. Setting up AutoPay Billing allows you to enter your payment information one time and is stored securely within your account.

\* Fill in all required fields

### Customer Information

<b>Customer Name:</b>	CI Courts Organization	<b>Customer Number:</b>	4249
<b>Credit Card:</b>	Visa - *1111 - 02/2013		
<b>ACH:</b>	SIPA Bank - CHECKING - BUSINESS - null - *6789		
<b>AutoPay Status:</b>	Credit Card Payment Option		

### AutoPay

No AutoPayment     Credit Card Payment Option     ACH Payment Option

#### Update Credit Card

\* Credit Card:

\* Card Expiration Date:

\* Card Type: -- Card Type --

Update Credit Card    Clear Fields

#### Update ACH

\* Routing Number:

\* Account Number:

\* Account Type: -- Account Type --

\* Customer Type: -- Customer Type --

\* Bank Name:

Update ACH Information    Clear Fields

## 8 Billing Support

### 8.1 WHAT BILLING SUPPORT CAN ASSIST YOU WITH

Colorado Interactive can assist you with your billing reports, paying your invoice, generating reconciliation data and updating your billing payment information.

Colorado Interactive may only assist you with the Billing related to your e-filings. For assistance with the ICCES E-filing system, Colorado statutory fees, Service Fees, reactivation of your account or provide assistance with your username and password, please contact ICCES support at:

Email Support: [iccessupport@judicial.state.co.us](mailto:iccessupport@judicial.state.co.us)

Phone Support: (855) CO ICCES, (855) 264-2237

You can find a listing of Colorado Statutory Fees and Service Fees in the ICCES system by selecting the Resources tab or by selecting the following link:

<https://www.jbits.courts.state.co.us/icces>

All refunds requests are reviewed and approved by Colorado Courts. It can take up to 6 weeks to receive a decision on your request.

LexisNexis:

Colorado Interactive can only assist you with e-filings done through the ICCES system. For assistance with any invoice questions or refund requests from your filings through LexisNexis, please contact LexisNexis at:

1-888-829-7587

### 8.2 HOW TO CONTACT BILLING SUPPORT

#### **Billing Support**

303-534-3468 x0

Toll free: 800-970-3468 x0

(Available Monday – Friday, 8:00 am – 6:00 pm MST)

#### **Email Support**

[support@www.colorado.gov](mailto:support@www.colorado.gov)

(Available Monday – Friday, 8:00 am – 6:00 pm MST)

#### **Live Help (chat with billing support representative now)**

<http://www.colorado.gov/livechat>

(Available Monday – Friday, 8:00 am – 6:00 pm MST)

09/11/2012

**Mail**

Colorado Interactive  
Attn: Billing Support  
600 17<sup>th</sup> Street, Suite 2150 South  
Denver, CO 80202

### 8.3 COMMUNICATION

Colorado.gov maintains a set of consolidated notification lists to improve our ability to communicate with you regarding events in the Colorado Interactive production environment. This system offers you better control over how and what we communicate to you. To sign up for one of our notification, please visit the following URL: <http://mailman.coloradointeractive.org/mailman/listinfo>.



## 9 Security Best Practices

### 9.1 SYSTEM MAINTENANCE

Maintain your systems with the most current security patches (aka Service Packs) from your system's vendor. This will close most of the known security holes. Limit the amount of services and applications you are running simultaneously. The more services running, the greater the risk of exposing the system to exploitation. Finally, remove any programs or applications not being used and defragment your hard drive on a regular basis to help your system's overall performance.

### 9.2 PASSWORD SECURITY

Never store password as plain text or write down on paper. Use encryption utilities if you have to store the password in a file for some reason.

Regardless of circumstances, passwords must never be shared or revealed to anyone else besides the authorized user; to do so will expose the authorized user to responsibility for all actions that the other party takes with the password. **USERS FOUND SHARING THEIR ACCOUNT WITH ANOTHER INDIVIDUAL WILL HAVE THEIR ACCOUNT DEACTIVATED IMMEDIATELY.**